Your Guide to Round-the-Clock Care Through Your Health Plan and Kelsey-Seybold Clinic



DAYS

In-office Appointment

When your care calls for it, it's usually best to go to your Kelsey-Seybold primary care doctor. Your doctor knows you and your health history and has access to your electronic medical record. A visit with your Kelsey-Seybold primary care doctor, instead of going to the emergency room (ER), can also save you money!



AWAY

Nationwide Urgent Care Centers

If you have to see a doctor when you're out of town or have a covered family member who is out of town or in college, you have access to Cigna's nationwide, in-network urgent care centers.



ANYWHERE

Telemedicine services are an alternative when medical care is needed. These services are exclusively for KelseyCare members and available days, nights, weekends, holidays, and while traveling! Learn more about E-visits, Pediatric E-visits and Video Visits on the next page or visit kelsey-seybold.com/telemedicine.



NIGHTS, WEEKENDS, or HOLIDAYS

After-Hours Nurse Hotline

Start by calling Kelsey-Seybold's After-Hours Nurse Hotline at **713-442-0000**. Our registered nurses can access your medical record and provide medical advice, refer you to an in-network urgent care center, schedule a next-day appointment, or page the doctor on call.



Saturday Appointments for Children and Adults

When you or someone in your family is sick, our Clear Lake Clinic in Webster, Fort Bend Medical and Diagnostic Center in Sugar Land, Spring Medical and Diagnostic Center in northwest Houston, and Tanglewood Clinic near the Galleria are open 9 a.m. to 2 p.m.

Kelsey-Seybold is **available 24/7** if you have questions about urgent care, need to speak with an after-hours nurse, or need to have your doctor or your child's pediatrician paged. Call **713-442-0000**.

Four Kelsey-Seybold locations are also open on Saturdays to accommodate sick care for children and adults.

If a situation seems life-threatening, take immediate action and call 911.



Online access for your HEALTH

MyKelseyOnline. Your secure portal to communicate with your doctor's office, schedule appointments, get most test results and more!

MyKelseyOnline Help Line: 713-442-6565 Monday-Friday, 7 a.m. – 9 p.m., Saturday-Sunday, 7 a.m. – 2 p.m.

KelseyCare



It's Efficient. It's Convenient. It's Kelsey-Seybold Quality.

KelseyCare Telemedicine Services means you, or your child, can get convenient medical care for a number of conditions when and where you need it. With E-visits or Video Visits, your care is delivered by a Kelsey-Seybold board-certified provider who can access your medical record and send prescriptions to the pharmacy of your choice.



Primary & Specialty Care Video Visits

Have a real-time conversation with a

Kelsey-Seybold board-certified provider.

Mon. – **Fri.**, 8 a.m. to 5 p.m. and 6 p.m. to 9 p.m. **Sat. & Sun.**, 10 a.m. to 4 p.m.

Holidays (when clinics are closed) 10 a.m. to 4 p.m.



Schedule on the MyChart App.

Cost: Your primary care or specialty care office visit co-pay.*

50 ConditionsAdult Video Visits (18 years+)

- Cold/flu
- Ear infection
- Eczema
- GERD
- Laryngitis
- Shingles
- Sprained ankle/knee

24 Conditions

Pediatric Video Visits (4-11 years)

- Acne
- Allergy
- Burns
- Cold, flu, or sinus infection
- Diarrhea
- Lice
- Rash

Specialty Care Visits

- Endocrinology
- Gastroenterology
- Neurology
- Post-Op Orthopedic Surgery
- Post-Op Plastic Surgery
- Pulmonary Medicine
- Supportive Medicine
- Urology
- More Specialties Coming in 2018!

Spanish language adult Video Visits also available. (Select Carlos Rivera, M.D. or Isabel Garcia, M.D.)

Adult & Pediatric E-visits

Get a response from a Kelsey-Seybold board-certified provider **in an hour or less!**

Mon. – Fri., 8 a.m. to 9 p.m. **Sat. & Sun.,** 10 a.m. to 4 p.m.



Cost: **\$15**

20 ConditionsAdult E-visits (18 years+)

- Allergy
- Anxiety
- Back pain
- Cold/Flu
- Cough
- Diarrhea
- Gastroesophageal reflux
- Red eye
- Sinus Problems
- Sore throat
- Urinary (bladder) infection
- Hypothyroidism, and more.

11 ConditionsPediatric E-visits
(4-17 years)

- Allergies
- Cold
- Constipation
- Cough
- Diarrhea
- Flu
- Heartburn
- Red eye
- Sinus Problems
- Acne
- Rash



365 Days a year.

Go to **kelsey-seybold.com/telemedicine** for the latest information. If you don't have a MyKelseyOnline account, call the MKO Help Line at 713-442-6565.

Urgent Care Centers vs. Emergency Room (ER)



When to go to an urgent care center:

Urgent care centers can handle many **non-lifethreatening** conditions such as:

- · High fever
- Abdominal pains earache
- Insect bites
- · Minor cuts requiring stitches · Urinary tract and
- Minor burns

- Muscle spasms
- Asthma attacks
- Rashes
- Urinary tract and pelvic infections

And because urgent care centers have X-ray capability, they can treat simple fractures and sprains. (See supplied list of participating urgent care centers)



When to go to the ER:

If you have a serious condition – stroke, heart attack, severe bleeding, head injury or other major trauma – you should be seen in an emergency room. The ER is the best place for these and other critical conditions, including:

- Chest pain
- · Difficulty breathing
- Severe bleeding or head trauma
- Loss of consciousness
- · Sudden loss of vision or blurred vision



If a situation seems life-threatening, take immediate action and call 911.

Take Advantage of ALL the Services and Conveniences Available to KelseyCare Members



Personal Concierge Services. Have questions about your plan? Call the KelseyCare Concierge at **713-442-0006** or (toll-free) **866-609-1630**.



After-Hours Nurse Hotline. Free after-hours medical advice from Kelsey-Seybold registered nurses who have access to your medical record and can page the physician on call. Available 365 days a year! Call **713-442-0000**.



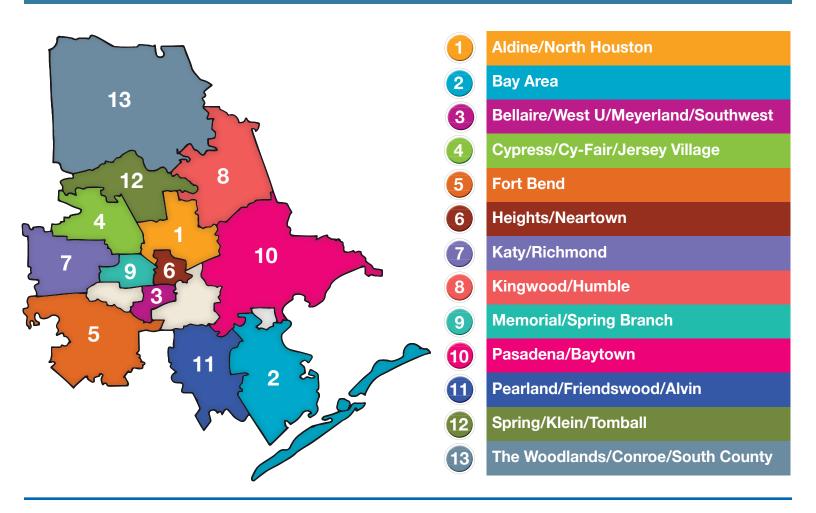
24/7 Appointment Scheduling. Schedule a primary care or specialty care appointment any time of the day or night! Call **713-442-0000** or go to **kelsey-seybold.com/appointments**.



World-class Hospital Affiliations. Should you need hospitalization, you have access to premier hospitals including CHI St. Luke's Health, Houston Methodist, the Woman's Hospital of Texas, Texas Children's Hospital, Clear Lake Regional Medical Center, and more.



Houston-Area Urgent Care Locations in Your Network



1) Aldine/North Houston

Concentra Urgent Care

10909 East Frwy. Houston, Texas 77029 713-675-4777

Concentra Urgent Care

401 Greens Rd. Houston, Texas 77060 281-873-0111

Concentra Urgent Care

8799 E. Loop Frwy. N. #110 Houston, Texas 77029 713-674-1114

Convenient Urgent Care LLC

411 W. Parker Rd. Houston, Texas 77091 713-691-3300

Doctors Express

107 Yale St. #200 Houston, Texas 77007 713-861-6060

Readycare Centers

3743 Westheimer Rd. Houston, Texas 77027 713-840-9113

Affinity Immediate Care

2600 FM 1764 #190 LaMarque, Texas 77568 409-359-4375

Affinity Immediate Care

2808 61st St. #200 Galveston, Texas 77551 409-497-2808

Angleton Urgent Care

2327 E. Mulberry St. Angleton, TX 77545 979-848-8070

Memorial Hermann Urgent Care

19419 Gulf Frwy. #3 Dept. 100 Webster, Texas 77598 281-316-0885

NightLight Pediatric Urgent Care

19325 Gulf Frwy. #170 Webster, Texas 77598 832-992-5050

St. Elizabeth's Urgent Care

676 FM 517 Rd. West Dickinson, Texas 77539 713-482-4535

Urgent Clinics Medical Care – Creekside

4420 W. Main St. #A League City, Texas 77573 832-632-1015

Urgent Clinics Medical Care – Tuscan Lakes

2560 State Hwy. #B League City, Texas 77573 832-982-7228

Urgent Clinics Medical Care

2660 Marina Bay Drive League City, Texas 77573 832-982-7228

West Isle Urgent Care

2027 61st St. Galveston, Texas 77551 409-744-9800

Bellaire/West U/River Oaks/Meyerland

Concentra Urgent Care

9321 Kirby Drive Houston, Texas 77054 713-797-0991

Concentra Urgent Care

6545 Southwest Frwy. Houston, Texas 77074 713-995-6998

Doctors Express

5568 Weslayan St. Houston, Texas 77005 713-666-7050

Medspring

3899 Southwest Frwy. Houston, Texas 77027 346-800-1153

Memorial Hermann Urgent Care

5885 San Felipe St #325 Houston, Texas 77057 832-658-3110

Next Level Urgent Care Meyerland*

4936 Beechnut St. Houston, Texas 77096 713-893-1223

Readycare Centers

3743 Westheimer Rd. Houston, Texas 77027 713-840-9113

4 Cypress/Cy-Fair/Jersey Village

Concentra Urgent Care

6360 N. Sam Houston Pkwy. W. #200 Houston, Texas 77041 713-280-0400

Cypress Fairbanks Urgent Care Center

9110 Barker Cypress Rd. Cypress, Texas 77433 281-517-9900

Cypress Fairbanks Urgent Care Center

14044 Spring Cypress Rd. Cypress, Texas 77429 281-949-3703

Doctors Express

10850 Louetta Rd. #1500 Houston, Texas 77070 281-320-2338

Excel Urgent Care

25801 US Hwy. 290 Cypress, Texas 77429 281-304-1100

Family Plus Urgent Care

15881 FM 529 #A&B Houston, Texas 77095 832-427-1871

Next Level Urgent Care*

8100 Highway 6 North #E Houston, Texas 77095 832-304-2314

NightLight Pediatric Urgent Care

19708 NW Frwy. #500 Houston, Texas 77065 713-957-2020

ReadyCare Centers

17255 Spring Cypress Rd. #A Cypress, Texas 77429 281-947-8074

Texas Children's Urgent Care

28010 Hwy. 290 #100 Cypress, Texas 77433 281-758-4770

Wells Walk-In Urgent Care

10311 N. Eldridge Pkwy. #B5 Houston, Texas 77065 281-890-3822

^{*}To facilitate follow-up care with your Kelsey-Seybold physician, these facilities notify Kelsey-Seybold of urgent care visits by KelseyCare plan members.

Brazos Urgent Care

11925 SW Frwy. #12 Stafford, Texas 77477 281-857-6657

Edgewater Urgent Care

3030 Edgewater Blvd. Sugar Land, Texas 77478 281-565-2087

Excel Urgent Care

6840 Highway 6 Missouri City, Texas 77459 281 403-3660

Family Urgent Care Clinic

6202 Highway 6 #C Missouri City, Texas 77459 281-778-7555

Fast and Urgent

7701 W. Bellfort St. #B Houston, Texas 77071 713-592-9500

MedSpring

1403 Highway 6 Sugar Land, Texas 77478 832-260-0640

Memorial Hermann Urgent Care

1227 Museum Square Dr. #A Sugar Land, Texas 77479 281-265-8125

Next Level Urgent Care - Sienna Plantation*

8720 Highway 6 #400 Missouri City, Texas 77459 832-342-9204

Next Level Urgent Care - Sugar Land*

16902 Southwest Frwy. #108

Sugar Land, Texas 77479 832-342-9205

NightLight Pediatric Urgent Care

15551 Southwest Frwy. Sugar Land, Texas 77478 281-325-1010

Prime Urgent Care

36235 Main #109 Stafford, Texas 77477 281-821-8200

Royal Urgent Care

281-239-8434

24601 Southwest Frwy. #100 Rosenberg, Texas 77471

Southwest Urgent Care

19875 Southwest Frwy. #100 Sugar Land, Texas 77479 281-545-2323

West Oaks Urgent Care

2150 Hwy. 6 South #100 Houston, Texas 77077 281-496-4948

Heights/Neartown/Medical Center/Downtown

Concentra Urgent Care

2004 Leeland Houston, Texas 77003 713-223-0838

Doctors Express

107 Yale St. #200 Houston, Texas 77007 713-861-6060

Doctors Express Memorial

14629 Memorial Drive Houston, Texas 77079 281-589-8500

Medspring

14049 Memorial Drive Houston, Texas 77079 832-548-4410

Medspring

102 W. 11th St. Houston, Texas 77008 832-539-4707

Medspring

2707 Milam St. Houston, Texas 77006 832-632-7135

Medspring

1917 W. Gray St. Houston, Texas 77019 832-260-0650

Memorial Hermann Urgent Care

4500 Washington Ave. #300 Houston, Texas 77007 713-861-6490

Next Level Urgent Care*

5749 San Felipe Street Houston, Texas 77057 281-612-3600

NightLight Pediatric Urgent Care

4208 Ella Blvd. Houston, Texas 77018 832-831-4660

Texas Children's Urgent Care

6621 Fannin St. #2240 Houston, Texas 77030 832-824-2000

Texas Children's Urgent Care

12850 Memorial Dr. #210 Houston, Texas 77024 832-944-6046

Urgentcare MDs

2416 W. Holcombe Blvd. Houston, Texas 77030 832-778-4707

^{*}To facilitate follow-up care with your Kelsey-Seybold physician, these facilities notify Kelsey-Seybold of urgent care visits by KelseyCare plan members.

APEX Urgent Care

6111 N. Fry Rd. Katy, Texas 77449 832-427-6015

Concentra Urgent Care

12345 Katy Frwy. Houston, Texas 77079 866-944-6046

Excel Urgent Care

19450 Katy Frwy. Houston, Texas 77094 281-829-9900

Family Care Plus Clinic

3919 N. Fry Rd. Katy, Texas 77449 281-646-2273

Katy Urgent Care Center

21700 Kingsland Blvd. #104 Katy, Texas 77450 281-829-6570

MedExpress Urgent Care

4050 FM 762 Rd. Richmond, Texas 77469 281-232-7438

MedSpring

6501 S. Fry Rd. Katy, Texas 77494 832-600-0670

Memorial Hermann Urgent Care

5102 FM 1463 #1200 Katy, Texas 77494 281-574-1114

Next Level Urgent Care Richmond*

7101 W. Grand Pkwy. S. #180 Richmond, Texas 77407 832-304-2309

Next Level Urgent Care Cinco Ranch*

10705 Spring Green Blvd. #600

Katy, Texas 77494 281-907-9646

Preferred Urgent Care PA 1450 W. Grand Pkwy. S.

#M Katy, Texas 77494 281-916-1444

Royal Urgent Care

24601 Southwest Frwy. #100 Rosenberg, Texas 77471 281-239-8434

Texas Children's Urgent Care

9727 Spring Green Blvd. #900 Katy, Texas 77494 281-789-6300

Urgent Care for Kids

23730 Westheimer Pkwy. #N Katy, Texas 77494 281-392-3033

West Oaks Urgent Care

2150 Highway 6 #100 Houston, Texas 77077 281-496-4948

(8)

Kingwood/Humble

Calvary Urgent Care

8484 Will Clayton Pkwy. Humble, Texas 77338 832-680-2273

Kingwood Urgent Care

2601 W. Lake Houston Pkwy. Kingwood, Texas 77339 281-360-7502

Medspring

1450 Kingwood Dr. Kingwood, Texas 77339 832-548-4420

NightLight Pediatric Urgent Care

20440 Hwy. 59 N. #500 Humble Teyes 77'

Humble, Texas 77338 832-602-4040

Northeast Urgent Care

9729 FM 1960 Bypass W. Humble, Texas 77346 832-644-8368

Northeast Urgent Care

7120 FM 1960 Rd. East Humble, Texas 77346 281-852-0655

Only Choice Urgent Care

11515 E. FM 1960 Rd. #C Huffman, Texas 77336 281-324-1550

Urgentcare MDs

17903 W. Lake Houston Pkwy. #101 Humble, Texas 77346 281-570-6856

West Fork Management LLC

20185 US Hwy. 59 #78B New Caney, Texas 77357 281-689-8144

9)

Memorial/Spring Branch

Concentra Urgent Care

1000 N. Post Oak Bldg. G #100

Houston, Texas 77055 713-686-4868

Concentra Urgent Care

12345 Katy Frwy. Houston, Texas 77079 281-679-5600

Doctor's Express Memorial

14629 Memorial Drive Houston, Texas 77079 281-589-8500

Entrust Immediate Care

9778 Katy Frwy. #100

Houston, Texas 77055 713-468-7845

MedSpring

14045 Memorial Drive Houston, Texas 77079 832-548-4410

NightLight Pediatric Urgent Care

1814 Fountain View Dr. Houston, Texas 77057 346-867-1932

Options Urgent Care & Wellness Center

5910 Fairdale Ln. Houston, Texas 77057 713-781-1905

Texas Children's Urgent Care

12850 Memorial Drive #210 Houston, Texas 77024 832-827-4000

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The information contained in this Urgent Care directory is not all inclusive and is subject to change at any time. To obtain a complete listing of Urgent Care facilities, please visit www.mycigna.com or download the Cigna Mobile App. (iOS – Apple Store/Android Google Play). Please check with the Urgent Care facility before receiving services to confirm it participates with your Cigna plan.

10) Pasadena/Baytown

AFC Urgent Care

8850 Spencer Hwy. LaPorte, Texas 77571 409-860-1888

AFC Urgent Care

8831 North Highway 146 Baytown, Texas 77523 281-573-4100

Baytown Urgent Care

2800 Garth Rd. Baytown, Texas 77521 281-425-3835

CHI ER

4600 E. Sam Houston Pkwy. S. Pasadena, Texas 77505 713-378-7961

CHI ER

5161 E. Sam Houston Pkwy. S. Pasadena, Texas 77505 713-378-7961

Concentra Urgent Care

8505 Gulf Frwy. #F Houston, Texas 77017 713-944-4442

Concentra Urgent Care

125 East 8th St.
Deer Park, Texas 77536
281-930-8555

Mont Belvieu Urgent Care

9235 N. Hwy. 146 #3 Mont Belvieu, Texas 77523 281-385-8111

Nag Clinics

3332 Plainview St. Pasadena, Texas 77504 832-649-2073

Pasadena Urgent Care

6825 Spencer Hwy. Pasadena, Texas 77505 281-741-0070

Texas Children's Urgent Care

12620 Woodforest Blvd. #160 Houston, Texas 77015 713-637-8228

Urgent Care Travel

1876 E. Frwy. #C Baytown, Texas 77521 214-238-0797

Urgentcare MDs

1658 W. Baker Road Baytown, Texas 77521 281-428-0000

Urgentcare MDs

14405 FM 2100 #B Crosby, Texas 77532 832-877-2465

11)

Pearland/Friendswood/Alvin

Angleton Urgent Care

2315 E. Mulberry St. Angleton, Texas 77515 979-849-1747

Friendswood Urgent Care

1305 W. Parkwood Ave. Friendswood, Texas 77546 281-648-4800

Memorial Hermann Urgent Care

1505 Winding Way Dr. #112 Friendswood, Texas 77546 281-993-3860

Next Level Urgent Care*

8325 Broadway #220 Pearland, Texas 77584 281-783-8162

Nightlight Pediatric Urgent Care

2803 Business Center Dr. #118

Pearland, Texas 77584 281-990-3030

Prime Urgent Care

2510 Smith Ranch Rd. #100 Pearland, Texas 77584

713-340-3111

Rapid Response Urgent Care

11901 Shadow Creek Pkwy. #111

Pearland, Texas 77584 281-760-1971

ReadyCare Centers

1520 S. Friendswood Dr. #100

Friendswood, Texas 77546 281-947-8074

St. Elizabeth's Urgent Care

676 FM 517 Rd. West Dickinson, Texas 77539 281-218-7200

Texas Children's Urgent Care

2701 Pearland Pkwy. #190 Pearland, Texas 77581 281-485-6400

Twin Oaks Urgent Care

1111 S. Friendswood Dr. #105

Friendswood, Texas 77546 832-569-4390

Urgent Clinics Medical Care - Pearland

8498 S. Sam Houston Pkwy. E. #100 Houston, Texas 77075 832-831-3974

^{*}To facilitate follow-up care with your Kelsey-Seybold physician, these facilities notify Kelsey-Seybold of urgent care visits by KelseyCare plan members.

12) Spring/Klein/Tomball

Access Urgent Care

25321 IH 45 #101 Spring, Texas 77380 832-940-9800

Champions Urgent Care

4950 FM 1960 Rd. W. #A6 Houston, Texas 77069 281-444-1711

Community Urgent Care

22625 State Hwy. 249 #450 Tomball, Texas 77375 281-826-9974

Doctors Express

10850 Louetta Rd. #1500 Houston, Texas 77070 281-320-2338

Houston Northwest Urgent Care

2540 FM 2920 Rd. Spring, Texas 77388 281-907-0905

Houston Northwest Urgent Care

7306 Louetta Rd. #A106 Spring, Texas 77379 281-587-3400

Memorial Hermann Urgent Care

19711 Stuebner Airline #1 Spring, Texas 77379 832-658-5450

Memorial Hermann Urgent Care

4057 Riley Fuzzel Rd. #1100B Spring, Texas 77386 281-602-0450

Next Level Urgent Care Champions*

15882 Champion Forest Dr. Spring, Texas 77379 281-809-6615

Oaks Urgent Care

25410 IH 45 North North Spring, Texas 77386 281-367-1414

Sublime Urgent Care

2490 FM 2920 Rd. Spring, Texas 77388 281-636-0443

Texas Children's Urgent Care

10420 Louetta Rd. #104 Houston, Texas 77070 281-251-0269

Texas Urgent Care

14080 FM 2920 Rd. #A Tomball, Texas 77377 832-843-7135

Texas Urgent Care

10906 FM 1960 Houston, Texas 77070 281-477-7490

Texas Urgent Care

14080 FM 2920 Rd. #A Tomball Texas 7737

Tomball, Texas 77377 832-843-7135

Urgent Care for Kids

24320 Kuykendahl Rd. #210 Spring, Texas 77388 281-357-0825

Urgent Clinics Medical Care Champions

6930 FM 1960 West Houston, Texas 77069 713-590-9747

Westfield Urgent Care PA

2010 FM 1960 Rd. E. Houston, Texas 77073 281-821-8200

13 The Woodlands/Conroe/South County

Conroe Urgent Care Clinic

2129 W. Davis St #D Conroe, Texas 77304 936-494-1110

Davam Urgent Care

6022 FM 1488 Magnolia, Texas 77354 281-583-1980

Magnolia's Urgent Care

18535 FM 1488 Rd. #210 Magnolia, Texas 77354 281-789-7065

Next Level Urgent Care*

1246 N. FM 3083 Rd. #B Conroe, Texas 77304 281-783-8162

Texan Urgent Care

18080 FM 2920 Rd. #A Tomball, Texas 77377 832-843-7135

Texas Children's Urgent Care

4775 W. Panther Creek Dr. #C300 Spring, Texas 77381 281-471-0870

Urgent Care for Kids

1640 Lake Woodlands Dr. #E

The Woodlands, Texas 77380 281-367-0010

Urgent Clinics Medical Care

3600 FM 1488 Rd. #200 Conroe, Texas 77384 936-447-9812

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updated: 05/30/18

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Convenient locations close to home and work.

